Troubleshooting on your iPad

Getting back to the home screen

To get back to the home screen press the button in the bottom middle of the iPad

You don't need to close applications, but if you wish to, double click the home button and swipe upwards
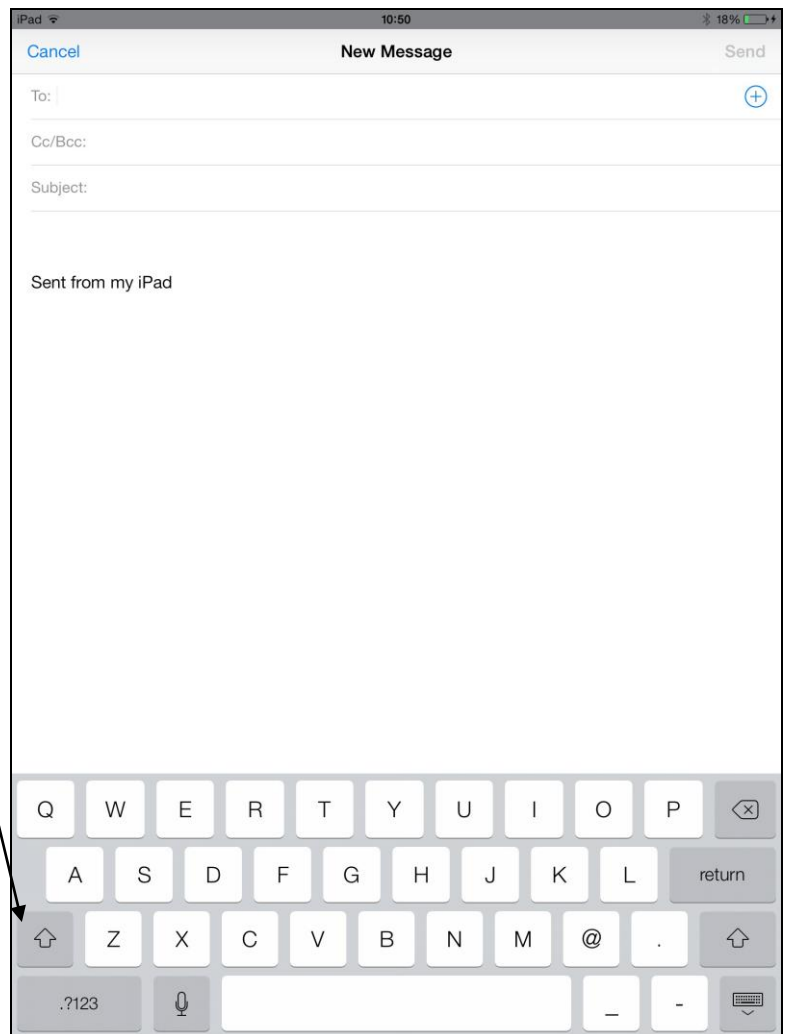
Capital letters

To turn capitals Capital letters on tap the upwards arrow on the keyboard

For CAPS LOCK tap the same button twice

To take CAPS LOCK off tap the button again

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Hints and tips

	Please note that Members are unable to change their password on the iPad. You will need to do this on a computer in the Members Room. Please see the section on passwords for further guidance
	The iPad will lock after 5 minutes of inactivity. This is set in line with security guidance
	You will not be able to download additional apps to the iPad. This is due to security requirements
	You don't need to turn the iPad off, but if you wish to, press the button on the top right of the iPad and swipe across the screen from left to right To turn it back on press the button on the top right of the iPad

Printing

When you are using your iPad if you wish to send something to print there are two options:

1. To log into Citrix and send your document to MyPrint. Documents printed this way will be retained for up to 10 days by the printer in the Town Hall – and when you log onto the printer – your documents will still be there, ready to print. After 10 days they will be automatically deleted. Nobody else can access you documents on the central printers.

2. You can move emails into a folder called "Printing tasks" and print them from the computers in the Members Room through MyPrint.

If you want to print to your own personal printer at home or to buy a printer for personal use you can do, providing it's to a wireless printer with Airprint. A list of compatible printers can be accessed here http://support.apple.com/kb/ht4356. The Council will not set this up for you or take any responsibility for resolving printing issues/maintaining printers, but you can do this if you wish.

If you lose your connection for your emails

Check you have your wifi turned on by tapping on Settings, tap on Wi-Fi and check it's green
Then, still within Settings, tap n Mail, Contacts, Calendar. Tap on Chorley Exchange and on your email address. Type in your password and tap Done.
Finally, tap the home button twice and close any open applications. Tap the home button once to return to your normal view.
If your email still isn't working please contact ICT on 01257 515502

Backing up?

Back up will happen automatically when the iPad is:
- Plugged in – ie recharging.
- Is connected to a wireless network
- And is locked.
It should then happen automatically and the message shouldn't reappear.

Deleting files

If the iPad is getting full you can manually delete files by going into settings, manage files and selecting the files you wish to delete.

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